

ABSTRACT OF THE DISCLOSURE

During the operation of an electronic system, such as a document processing system, machine and job data of the electronic system are collected by a diagnostic system for automated diagnosis or prognosis. Optionally, machine data and population based data are acquired from a database or server. According to one embodiment, the data is analyzed to determine an initial diagnosis of the electronic system. Based on the initial diagnosis, a determination is made whether a remote transmission is needed. If so, the data is sent via a distributed network to a remote diagnostic system for analysis. At least part of the collected machine data may be a signature waveform of a part of the electronic system. In such a case, at least the analysis by the remote diagnostic system includes signature analysis of the waveform. Based on the analysis of the data by the remote diagnostic system, a communication is sent. The communication may be one or more of a repair information sent to a customer, a parts request sent to an appropriate entity, a service request notification to a customer service engineer and a revised set of operating instructions sent to the electronic system. The communication may be sent via the distributed network. If the communication is a revised set of operating instructions sent to the electronic system, the diagnostic system preferably verifies that the electronic system using the revised set of operating instructions is within specification.